

# State of Montana

## Electronic Government Services Status Report

### PRESENTED TO:

- Governor Judy Martz
- 2003 Legislature Session



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DEPARTMENT OF ADMINISTRATION  
DIRECTOR'S OFFICE



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## To The Reader

The Electronic Government Advisory Council is pleased to present this report on the status of electronic government (e-Government) services in the state of Montana. During the last year and a half, state government has made great strides in serving citizens and businesses through services provided on the Internet. This report highlights several e-Government services and how they are improving service to customers and making state government more efficient.

As you review this report you will see the benefits these services provide to both citizens and the state along with testimonials from customers. The appendix contains more detailed statistics surrounding the e-Government initiative. All of the state's e-Government services can be accessed through [DiscoveringMontana.com](http://DiscoveringMontana.com), the official state website. I encourage you to visit [DiscoveringMontana.com](http://DiscoveringMontana.com) and witness first hand, just as thousands of other Montanans have, the valuable information and services available.

One of the goals outlined in the *2004-2005 Strategic Plan for Information Technology* is, "State government will aggressively deploy appropriate electronic government services for the benefit of its customers". Through this report you will find that we are meeting that challenge.

Sincerely,

A handwritten signature in cursive script that reads "Scott Darkenwald".

Scott Darkenwald  
Chair

# Forward

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The goal of the electronic government (e-Government) initiative is to make state government more accessible and responsive to the citizens, businesses, and other government entities through direct, electronic access to the full range of government information and services. Providing state government services online increases customer satisfaction and improves government efficiency. Through e-Government, citizens and businesses can interact with their state government on their own schedule at their own location. The cornerstone of the e-Government initiative is [DiscoveringMontana.com](http://DiscoveringMontana.com), the state's official website.

To further this initiative, during the 2001 Legislative Session the Legislature passed Senate Bill 405 (SB405), the *Montana Electronic Government Services Act*, codified as 2-17-1101 – 2-17-1105, MCA. The *Montana Electronic Government Services Act* defines responsibilities for the Department of Administration for e-Government. These include providing a single face of government and encouraging a common look and feel for e-Government services. It also establishes the Electronic Government Advisory Council. This Council is a 14-member body made up of state and local government officials, legislators, and public members. The Council's responsibilities include providing advice to the Department of Administration regarding the e-Government initiative, to oversee the e-Government services contract, and to report to the Governor and Legislature on the status of Montana's e-Government initiative.

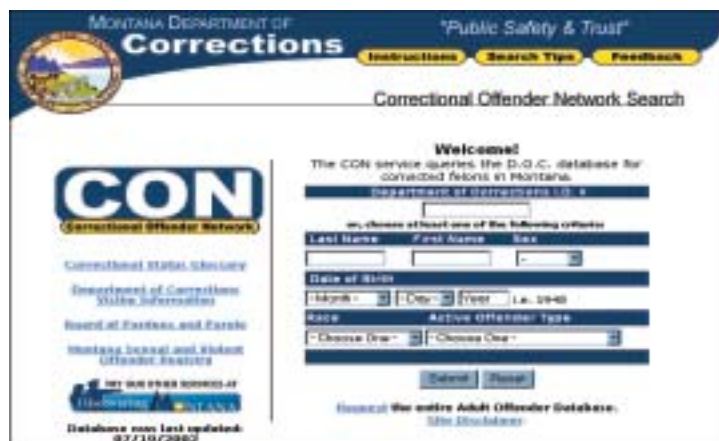
In order to move the state forward into the new area of e-Government, the Department of Administration issued a Request for Proposal for a private vendor's assistance. The resulting e-Government services contract is held by NICUSA, Inc., doing business in Montana as Montana Interactive, Inc. (MII). MII established the state's e-Government infrastructure, including the necessary hardware, software, security, electronic payment portal, and development, enabling state government to provide services online. The funding for this contract comes from small transactional-based convenience fees, as established in SB405, attached to a few select services provided on [DiscoveringMontana.com](http://DiscoveringMontana.com). The services presented in this report are a result of the alliance between the state and MII. This alliance has proven to be very successful in serving the citizens and businesses in Montana and across the nation. The e-Government initiative is less than two years old and has already made great strides. It promises to be an ever-growing area and a true information technology success story for the state of Montana.



# Correctional Offender Network (CON)

Live on 4/19/02

<http://app.discoveringmontana.com/conweb>



## CITIZEN BENEFIT:

- Using CON, victims and the general public have immediate and free access to up-to-date, public information in an area where fast and accurate information can be a matter of personal and/or public safety. Over 79,000 citizens search the CON database every month.

## STATE BENEFIT:

- Prior to the launch of CON, agency staff was overwhelmed with requests for critical data that was not readily available. The online service has freed up time for workers in the law enforcement community and in the Department of Corrections.

Linda Paulsen, who was the target of a murder-for-hire scheme in the late 1990s, said,  
*"You want to know where that person is in the system all the time. You don't want to run into them on probation. You still have this fright inside you. To see that person again, is like being revictimized. It renews that whole episode you lived through. Victims need easy access to information about those who made them victims."*

- Linda Paulsen, Helena Independent Record

*"I thought the application was easy! The ConWeb software worked nicely and easily. Not difficult!"*

- Thomas J Brueckner, comment received via Internet feedback form

# Business Entity Search

Live on 8/2/01

<http://app.discoveringmontana.com/bes>



## CITIZEN BENEFIT:

- The Business Entity Search allows citizens to look at details of a business registered in Montana at no cost. Citizens use the Business Entity Search over 38,000 times per month.

## STATE BENEFIT:

- This online service has reduced calls to the Secretary of State's Office by 30% and 25% of all certificates are now generated online, making state government more efficient.

*"I am so pleased with the easy access to Certificates of Existence and Fact. If only it could be this easy here in Minnesota. Thanks for making this info available online. It is such a time-saver!"*

- Mary Grantham, comment received via Internet feedback form

*"Thank you, thank you, thank you," raved Sol Lovas, a Billings attorney:*

*"As an attorney who does a lot of incorporations, LLCs and partnerships, I will no longer need to tie my personnel and yours up on a long-distance call just to check on the availability of a business name!"*

- Sol Lovas, comment received via Internet feedback form

Live on 12/3/01

Montana Dept. of Labor & Industry  
Business Standards Division

[Institutions](#)
[Search Tips](#)
[Feedback](#)

## 2 Ways to search for information on individual licensed professionals in Montana...

Welcome to the License Lookup System.

Choose an option to the right to search by name, license number, etc. Note: Job code, or email

[1. By Profession and License Number](#)

(Required)  
 License Number: (Required)

► For more information on professions within the licensing boards, visit [Professions, Licensing Boards](#)

[2. By the Name and Location of the Licensee](#)

(Required)  
 License Last Name: (Required)  
  
 Choose at least one of the following additional criteria:  
 License First Name

[Review Your License Online!](#)

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- The Licensee Lookup allows citizens to verify they are working with qualified and licensed professionals. Over 28,000 individuals perform searches on the Licensee Lookup System a month.

- The state now has one database from which to search for professionals, satisfying a need that has existed for a long time, thus making state government more efficient.

- Barbara Anderson, comment received via Internet feedback form

(name not provided) - Comment received via Internet feedback form

**Live on 5/23/02**



# eCalendar

**Events**

**Wednesday  
December 10th, 2003**

Search: [ ]

<< December 2002 >>

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Navigation: Previous Month | Next Month | Today | Search | Print

- Citizens have instant access to government events in one location. They may also view and download relevant documents.

- Agencies now have one central location to list and find state government events, satisfying legal notification requirements and making state government more efficient.

- Theresa Bousliman, Montana Department of Transportation, comment received via helpdesk

# Child Support Payment

Live on 6/13/02

<http://app.discoveringmontana.com/csed>



## CITIZEN BENEFIT:

- This online service gives nearly 80,000 parents the ability to view current child support payments, monthly obligations, and other case related information within seconds.

## STATE BENEFIT:

- The Child Support Payment Information service has drastically reduced calls to the Department's caseworkers, and has given citizens an alternate way to access this vital data.

*"Hello, I checked out the site for child support. ... I wanted to tell you that I really appreciate you thinking of us parents and for pushing to get this site. It is such a great idea and I hope it gets the use to stay there."*

- Susan Kidd, comment received via Internet feedback form

*"We have recently discovered your online service," said David and Jennifer Pankratz, "Child Support Payment Information. It is great to have the convenience to research this information via the Internet."*

- David and Jennifer Pankratz, comment received via Internet feedback form

# Professional License

Live on 11/1/01

<http://app.discoveringmontana.com/bsdrnw>



## CITIZEN BENEFIT:

- Over 50,000 Montana professionals can renew their license online and print it within minutes and not have to worry about sending in pages of paperwork.

## STATE BENEFIT:

- Montana Boards no longer have to sift through mountains of paperwork. The licenses renewed online are entered in realtime and are updated instantly in the Board's database.

*"The on-line registration worked like a CHAMP, effortless. I received my renewal notice in the mail today, walked through the on-line registration and printed my License Renewal a few minutes later. It doesn't get much easier than that. Best regards."*

- John Espy, comment received via Internet feedback form

*"Thanks, this is a great service. Keep up the good work. "*

- Jim Horan, comment received via Internet feedback form

*"I just wanted to let you know how easy and effective your online renewal service is. "*

- David S. Thain, DVM , Reno, NV, comment received via Internet feedback form



# Driving Record Search

Live on 4/08/02

<http://app.discoveringmontana.com/dojdrs>



## CITIZEN BENEFIT:

- Approved entities now have the ability to search for and receive an individual's driving record within minutes without leaving their office, or mailing in paperwork to the Department of Justice. An average of 750 driving records are processed monthly, and is steadily increasing.

## STATE BENEFIT:

- The state no longer receives thousands of requests for driving records they had to look up and mail to customers. This service provides an avenue for the state to deliver a needed service to businesses.

*"This online service will be a great boon for businesses that supply drivers to school districts, and for bus & trucking companies that need to know if drivers have any violations on their records."*

- Dean Roberts, Administrator - Motor Vehicle Division, Department of Justice, comment received via helpdesk

*"We are able to check on an individual's record right in the courtroom in a matter of seconds. It is very helpful."*

- Clerk of Flathead County Justice Court, comment received via helpdesk

# ePassport

Live on 5/30/01

<http://app.discoveringmontana.com/epass>



## CITIZEN BENEFIT:

- Montana residents and non-residents alike can purchase an annual state park passport to all state owned parks in just minutes and have it shipped right to their door.

## STATE BENEFIT:

- Fish, Wildlife and Parks has been able to promote their state park passports to a national and international audience.

*"This is a great service for all people. Thanks."*

(name not provided) - Comment received via Internet feedback form

*"Your application is very nice! It has an easy to use, clean look. Congratulations!"*

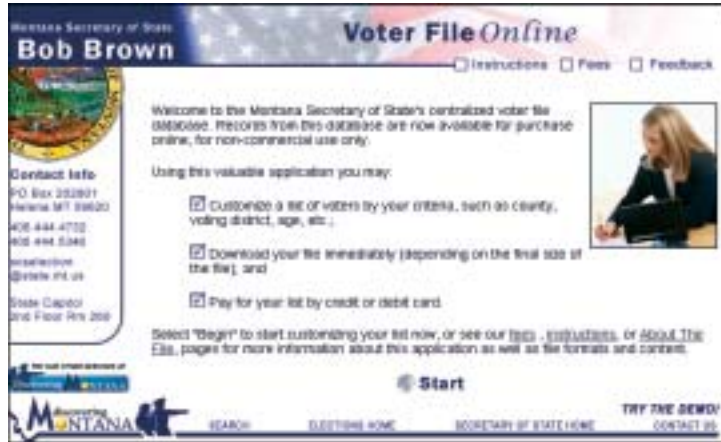
- Joan Gammon, comment received via Internet feedback form

*"Now everyone may order a passport in a couple of minutes."*

- Doug Monger, Parks Division Administrator - Fish, Wildlife and Parks, comment received via helpdesk



<http://app.discoveringmontana.com/voterfile>



## CITIZEN BENEFIT:

- The Voter File Online service will allow citizens centralized access to Montana's list of registered voters. The lists are sorted in a variety of fashions.

## STATE BENEFIT:

- The Voter File has given the ability to search against a clean, single database, something that has been years in the making.

*"The voter registration database is going to be very useful in a lot of different ways to a lot of different people."*

- Elaine Gravely, Deputy, Elections & Legislative Bureau, Secretary of State - comment received via helpdesk

# Income Tax Express

Live on 3/21/02

<http://app.discoveringmontana.com/inctax>



## CITIZEN BENEFIT:

- Montana citizens are now able to pay and file their individual state income tax, estimated tax, penalties, interest and fees with a credit card, debit card and electronic check online. Over \$150,000 was collected online in 2001.

## STATE BENEFIT:

- The payment and filings are recorded automatically, eliminating time intensive manual entry. This greatly reduces data entry errors and speeds up the entire process.

*"Income Tax Express provides individual tax payers with a welcomed alternative to writing a check and mailing it to the Department of Revenue."*

- Kurt Alme, Director, Department of Revenue - comment received via helpdesk

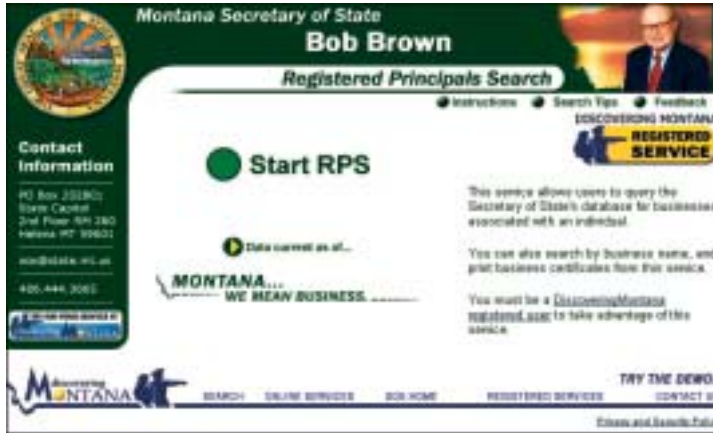
*"Thank you!"*

- Michelle Hastings, comment received via helpdesk

# Registered Principals Search

Live on 10/15/02

<http://app.discoveringmontana.com/rps>



## CITIZEN BENEFIT:

- Citizens and businesses now have access to information on a company's directors and principals in minutes, in one central location.

## STATE BENEFIT:

- Businesses have the ability to check on the status of their company and make sure all principals and directors are correct and up-to-date. This service satisfies a need that is very time intensive to manually deliver when requested.

*"I think it is a wonderful service! The Secretary of State's Office has been very responsive to suggestions of their customers."*

- Cathy Brown, comment received via Internet feedback form

# Historical Society Memberships

Live on 9/01/02

<http://app.discoveringmontana.com/mhsmembers>



## CITIZEN BENEFIT:

- Citizens all over the world now have the ability to sign up for membership to the Montana Historical Society online.

## STATE BENEFIT:

- Montana Historical Society is able to process memberships without a multitude of paperwork. Membership numbers are expected to increase due to ease of use.

*"We are delighted to have this service provided to our customers and look forward to expanding our electronic reach, which this service makes possible."*

- Clark Whitehorn, Director of Publications, Montana Historical Society

# Hunting and Fishing Licenses

Scheduled Live Date: 2/2003



## CITIZEN BENEFIT:

- Citizens will have the ability to select their hunting and fishing licenses and pay for them online. In some cases, the user will have the ability to print their license from their personal computer. This will be a great alternative to waiting in line for their license.

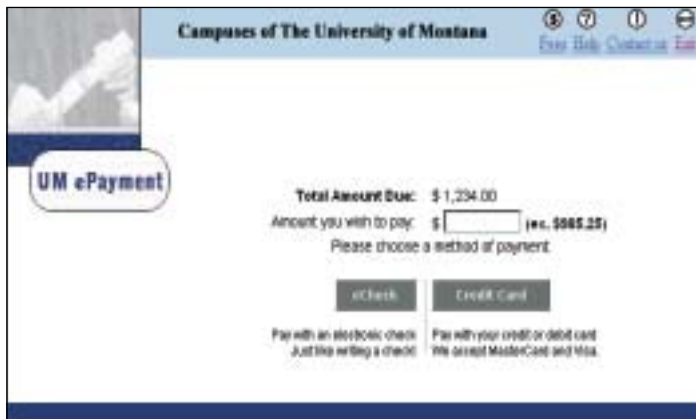
## STATE BENEFIT:

- The licensee data will feed directly into the current license system, thereby eliminating and double entry by state employees. This service will improve customer relations by making it easier to conduct business with the State.

*New Service - No Comments Available*

# University Tuition Payments

Scheduled Live Date: 2/2003



## CITIZEN BENEFIT:

- Students will have the ability to pay for their tuition and fees online with a credit card, debit card or electronic check. The student will have real time access to their account and be able to make payments when convenient for them.

## STATE BENEFIT:

- This service allows alternative ways to pay tuition and fees to the University of Montana. The student information is updated in real time and will eliminate the need for double entry. This service will improve interaction between the University and the students by providing a more convenient way to pay their bill.

*New Service - No Comments Available*

## **-Appendix-**

### **Completed Applications**

<b><u>Application</u></b>	<b><u>Agency</u></b>	<b><u>Live Date</u></b>	<b><u>Monthly Accesses</u></b>
Child Support Payment Information	Public Health and Human Services	Live 6/02	160,000
Searchable Properties Service	Governors Office of Economic Opportunity	Live 8/02	New Service
Historical Society Memberships	Historical Society	Live 9/02	New Service
Registered Principals Search	Secretary of State	Live 9/02	New Service
Voter File Online	Secretary of State	Live 5/02	2,000
Driving Record Search	Justice	Live 4/02	15,000
Correctional Offender Network	Corrections	Live 4/02	160,000
Income Tax Express	Department of Revenue	Live 3/02	28,000
Shopping Cart Sales	Statewide Application	Completed 1/02	N/A
e-Calendar Service	Statewide Application	Live 5/02	150,000
Civil Rights/ DBE Tracker	Transportation	Live 12/01	1,200
Professional License Renewal	Labor and Industry	Live 11/01	12,000
Professional Licensee Lookup	Labor and Industry	Live 12/01	60,000
Search Engine	Statewide Application	Delivered to ITSD	N/A
Payment Gateway	Statewide Application	Live 5/01	N/A
Business Entity Search	Secretary of State	Live 8/01	165,000
ePassport	Fish, Wildlife & Parks	Live 5/01	10,000
Driver Control Record Access	Justice	Live 7/01	N/A
Motor Carrier Application	Transportation	Live 10/01	3,000

N/A - Not Applicable

### **In Development**

<b><u>Application</u></b>	<b><u>Agency</u></b>	<b><u>Status</u></b>	<b><u>Scheduled Date</u></b>
Hunting and Fishing Licenses	Fish, Wildlife & Parks	Development	January 2003
Residency Verification	Justice	Development	January 2003
Professional License Renewal Phase 3	Labor and Industry	Development	January 2003
University Tuition Payments	University of Montana	Development	January 2003
Income Tax Express – Phase 2	Department of Revenue	Development	January 2003
Parole Hearing Schedule	Corrections	Data Gathering	March 2003
Radio Frequency Permitting	Information Technology Services Division	Development	April 2003
Renewal Express / License Plate Renewal	Justice	Development	March 2003
UCC Filings	Secretary of State	Development	March 2003

### **In Planning And Consideration**

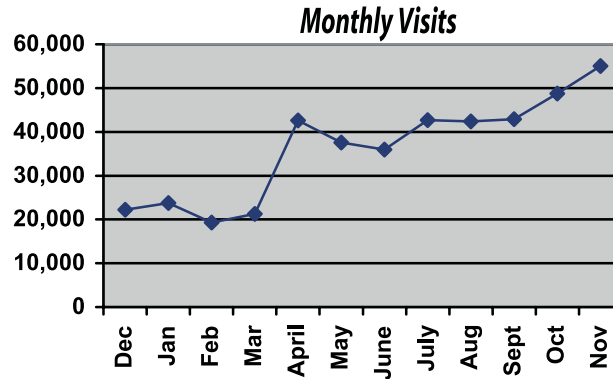
<b><u>Application</u></b>	<b><u>Agency</u></b>	<b><u>Status</u></b>
Unemployment Insurance Filing	Labor and Industry	Planning
Historical Society Shopping Cart	Montana Historical Society	Planning
Bankruptcy Searches	Justice	Planning
Tobacco Wholesalers Reporting	Justice / Department of Revenue	Planning
Annual Business Renewal	Secretary of State	Planning
Teacher's Online Renewal	Office of Public Instruction	Planning



## APPLICATION ACCESSES

### App.DiscoveringMontana.com (Discovering Montana Online Services)

		<b>*Visits</b>
November	'02	55,068
October	'02	48,737
September	'02	42,905
August	'02	42,365
July	'02	42,716
June	'02	35,971
May	'02	37,574
April	'02	42,609
March	'02	21,245
February	'02	19,263
January	'02	23,780
December	'01	22,220



\*Visits - Number of visitors accessing the services.

### Report By Application For app.discoveringmontana.com

	<b>% of Total Visits</b>
Correctional Offender Network	34%
Business Entity Search	28%
Professional Licensee Lookup	14%
Child Support Payment Information	8%
Professional License Renewal	4%
e - Calendar Service	3%
ePassport	3%
Driving Record Search	2%
Income Tax Express	1%
Voter File Online	1%
Motor Carrier Application	1%
Civil Rights/DBE Tracker	1%

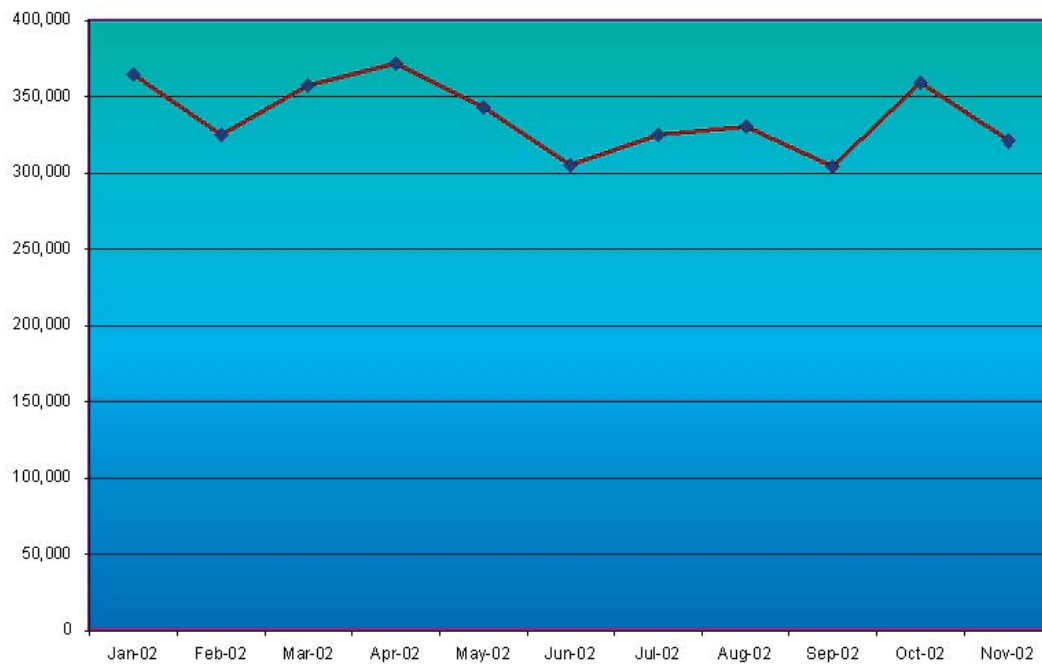
\*\*Visits - Number of people making requests

*Discovering Montana (the website)*

**DiscoveringMontana.com Visits - 2001**



**DiscoveringMontana.com Visits - 2002**



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*Moving forward  
together.*

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